**Wayside, Keychange Charity**

**42 Croydon Road, Reigate, Surrey RH2 0PQ**

**Referral Criteria**

Service Provision

Wayside provides supported accommodation to single females aged 16+ in a large shared house in Reigate. Staff enable people living at Wayside to develop independent living skills through person centered support in a community based setting thereby equipping with the skillset needed to help them to maintain accommodation in the future. Particular emphasis is given to building skills needed for successful tenancies within the social housing or private rented sector. Staff develop a housing support plan with each individual and give assistance to achieve agreed set goals. All residents need to be willing to make an increased contribution towards the local community by decreasing any anti-social behaviours and increasing their positive contribution. Consideration is made for those who have limited opportunity to contribute to the wider community due to personal circumstances, but all are expected to contribute positively within the household.

Protocol for Referrals

Wayside is committed to the safety and welfare of all people accessing our services. To this end referrals are accepted via the Wayside application form with a follow up interview assessment.

All referrals received will be assessed for suitability according to information provided, references and current household mix. Preference is given to those who are actively seeking to progress their lives and are likely to make positive community contribution.

The leadership team at Wayside will liaise with the referring agency and other care/support providers engaged with the referee to ascertain history and assess risk and identify personal needs.

Wayside supports women from all backgrounds who may be considered vulnerable. In order to ensure that we can support all individuals and maintain a safe living environment, police checks will be conducted in line with our service level agreement with Surrey Police. This information will be treated in the strictest confidence and in line with the Data Protection Act 1998. All individuals must be made aware of the need for a police check and sign a consent to share form accordingly.

Wayside may, on occasion, refuse referrals for individuals for reasons including, but not limited to; personal needs exceeding the level of support that can be offered, unmanageable risk and false or misleading information. The appeals procedure may be exercised in this instance – see Appeals Procedure.

Service Level Agreement

All referring partner agencies are expected to conform to the above referrals protocol. Any obstructions to the protocol may prevent referrals being progressed.

Tenancy progression

Staff support those who live here to maintain their accommodation in order to build good housing history. Housing support plans are regularly reviewed to ensure appropriate progress is being made towards next stage accommodation. All residents are given opportunity within Wayside to build positive social skills and play a positive active role within the community group. Such opportunities are also available within the local community through various networking resources establishes between Wayside and community partners.

Wayside accommodation is offered in 6 month time slots with the aim of ensuring sufficient progression is being made at the 6 monthly reviews to enable the licence to continue onward. Breaches of licence will lead to warnings, with the potential for eviction. Adherence to licence and positive community contribution will enable an individual to reside at Wayside until housing options have increased sufficiently to open up options for next stage accommodation.